Assignment 5: Skeleton and Plan

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Link to Hana Homepage & Development Plan PDF

http://onehana.herokuapp.com/

Development Plan: http://onehana.herokuapp.com/Development_Plan.pdf

Gantt Chart: http://onehana.herokuapp.com/GanttChart.pdf

Notable Heuristic Violations and Our Changes

VISIBILITY OF SYSTEM STATUS

Problems:
      We had a lot of issues with this heuristic in particular with most of our expert evaluators noting that they weren't sure where they were in the app and what the next intended action should be. Joy, for example, didn't realize that she was supposed to scroll down to reach the next screen which would definitely be a huge problem. Jeremy had the same problem, stating "to the user, it's unclear how to progress to the next page." They all suggested having more obvious buttons or other visual cues indicating how to reach the next page.

Our Changes:
      Overall, the decision was to provide better direction and guidance to the user so that they knew what they were doing and knew how to perform a desired action. In order to address the issue of confusion, we are cutting down on the number of available buttons on each page. In particular we noticed that our prototypes had a lot of "feature flak," meaning we have too many buttons for the user that were not relevant to the overall intention of the app.
      We also want to add subtle visual cues in order to help guide the user to the next page. We will take special consideration to make sure that buttons can be clearly identified and not confused with other page elements like static images.

MATCH BETWEEN SYSTEM AND REAL WORLD

Problems:
David had problems with Prototype 1 having vague labels on buttons, for example "Smart Goals" and "Smiles," which didn't represent anything immediately understandable. David did mention, however, that Prototype 2 had very clear labeling, which is something that we can keep in mind as we move forward to our final design.

Our Changes:
More clear labeling is something that we will want to address. We will look into using universal icons instead of words for most buttons, using Font Awesome as a resource.

USER CONTROL AND FREEDOM, ERROR PREVENTION

Problems:
Based on feedback from Joy, David, and Jeremy, a big issue was not being able to reverse actions, specifically going to a previous screen and deleting things that were added.

Our Changes:
We will make sure that all actions are reversible with clear buttons and logical flow.

CONSISTENCY AND STANDARDS, RECOGNITION RATHER THAN RECALL

Problem:
Our evalutaors were overall plased with the consistency of the app. However, Joy had a problem with "+" being used as a sharing icon. David was hit and miss in his ability to understand some of the icons we used, so again we will be focusing on homogenizing icons to things understood universally.

Our Changes:
We will change the "+" to the generic sharing icon via Font Awesome. We also want to use "active button" shading on a nav bar present throughout the entire app to help with the consistency of the app.

AESTHETIC AND MINIMALIST DESIGN

Problems:
While the overall design was adequately minimalist and clean, David identified a couple pages from Protoype 1 that were too cluttered.

Our Changes:
We feel that our overall app design could be improved, but we also want to make particular consideration for the pages David identfied as being too cluttered. Joy recommended that we look at "medium.com" as well as Twitter cards for design inspiration.

HELP USERS RECOGNIZE, DIAGNOSE, AND RECOVER FROM ERRORS

Problems:
      Error messages were suggested by all evaluators as a means to help users correct and resubmit faulty input.

Our Changes:
      We are looking at a way to have errors show up near action items (like the submit button) to provide immediate and relevant feedback. We also want to make sure that the error messages provide adequate detail for the user to remedy the error.

HELP AND DOCUMENTATION

Problems:
      David and Joy both recommended having an FAQ page to explain some of ther more obtuse aspects of our app. We really enjoyed Joy's recommendation to include a short tutorial at the beginning in particular.

Our Changes:
      We will definitely follow Joy's advice and aim to put up a short tutorial for our app, as we think this could be a fun way to introduce our app and encourage user stickiness. We hope that we can design the overall UX well enough that everthying is self-explanatory making an FAQ would be unnecessary. However, if further testing in later weeks shows that our app is still confusing we may have to turn to an FAQ as a last-resort measure.


Revisiting the Design Brief

Last week we identified the fact daily lessons were good, but we wanted to contextualize the daily lessons in order for users to feel a sense of progression in mindfulness. We decided that a sense of progression and context would help with mindfulness, and this could be accomplished by creating a "well-being index." While a "well-being index" sounds pretty vague, we were inspired by successful interpretations by some European and South-East Asian countries who published "well-being indexes" in addition to more conventional country metrics like GDP and national debt.

In order to encourage a better sense of mindfulness, Hana's main user page will prominently feature a "well-being index," a visual indicator in the form of a circle whose color will represent the "well-being index." Starting with green, the circle will slowly decay over time to red. Users can submit or complete daily challenges in order to move the circle back to a more green color. The main well-being index will be a composite of three categories: Health, Relationships, and Aspirations. Each of these will have their own green-to-red decay mechanism. Users can accomplish challenges in each category in order to move their respective category color towards green.

In terms of Mindfulness, we feel that our application meets the studio's design brief well, but there are ways for us to make the UX more "mindful." In order to not rely on users remembering to visit the app, we want to add user incentives to revisit the app. To accomplish this, we want to first allow users to submit pictures and notes of their own experiences and

categorize them in at least one of "Health", "Relationships", or "Aspirations". In this way, Hana becomes a sort of log of self-improvement that users can visit to reflect upon and draw inspiration on. Secondly, if any of the three categories becomes yellow (middle of decay state) we will send a push notification to the user with either A) simple challenge they can complete, B) a "Do you remember when..." reminder of a previous challenge they completed.

A log of challenges done under "Aspirations"
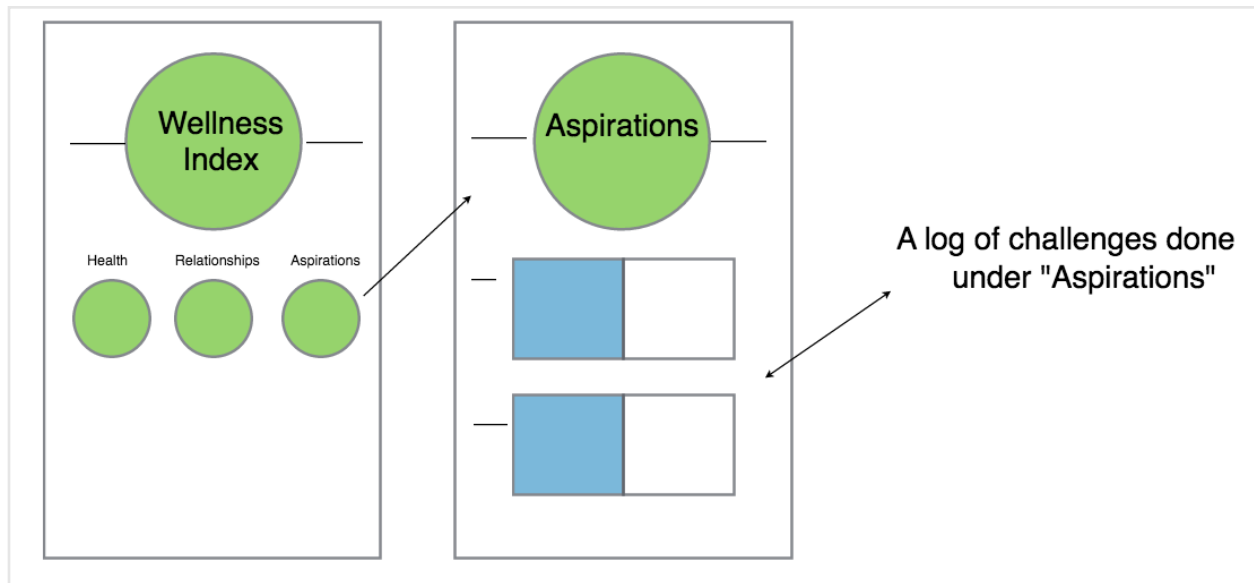
Here is a user story board summarizing the past points: Teresa downloads Hana, and her well-being index is a bright green. She completes a challenge: "Send a quick hello to a mentor." She screen captures the email and submits it, tagging both "Relationships" and "Aspirations" as the two categories. She looks at the "Relationships" sub-category of her well-being index and sees the screencapture of her email and a quick caption she wrote about it. The next day, she goes for a walk on a beach with a friend. She takes a picture of a sunset, and later that night she logs it under "Health" and "Relationships". Her well-being index is a bright green and each category is green as well!

The next day, she is busy and forgets to use Hana. The day after, (two days after her last use,) her well-being index has turned a touch green-yellow. Hana sends her a text including a picture of the sunset, with the caption: "Remember this? Share what you're up to these days :)! Follow this link for an easy challenge you can complete today!" Teresa smiles after seeing her sunset picture, and clicks on the challenge link incuded. The challenge link states: "Spring is the season of rejuvination! Eat green today :)!" Teresa is inspired to make sure she incorporates greens into her dinner. She later snaps a quick picture of the chicken cobb salad she ate with her friends, and logs it under "Health" and "Relationships."